

# Street Outreach and Supportive Services

ESG 2016-2017



## Outreach

- ESG funds may be used for costs of providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, non facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility. The term “unsheltered homeless people” is defined as –

*(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;...*

## Eligibility for Outreach

- ▣ Individuals and families defined as Homeless under the following categories are eligible:
  - ▣ Category 1 – Literally Homeless

## Homeless Verification

### CATEGORY 1

An individual or family who lacks a fixed, regular, and adequate nighttime residence.

- ▣ DCA Housing Status Verification, Staff and Self Certification Forms
- ▣ A written observation by an outreach worker of the conditions where the individual or family was living, a written referral by another housing or service provider

## Homeless Verification

### CATEGORY 1

Exiting an institution where he or she resided for 90 days or less and fit the above criteria immediately prior to entering:

- ❑ One of the forms of evidence on the previous slide, and ONE of the following:
- ❑ (A) Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution. All oral statements must be recorded by the intake worker; or
- ❑ (B) Where the evidence listed above in (A) is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in (A) and a certification by the individual seeking assistance that states he/she is exiting or just exited an institution where he/she resided for 90 days or less.

## Where Do We Do Outreach?

- ❑ City Streets and Alleys
- ❑ Bridges and Underpasses
- ❑ Bus Stations
- ❑ Parks
- ❑ Vacant Lots and Abandoned Buildings
- ❑ Vehicles
- ❑ Railroad Tracks
- ❑ Rural Locations (wooded and camping areas)

## Where Don't We Do Outreach?

- ❑ Shelters and Missions
- ❑ Drop-in Centers
- ❑ Medical Programs
- ❑ Meal Programs
- ❑ Substance Abuse Treatment Programs
- ❑ Institutions (Detox, Jail)
- ❑ Public Facilities (Libraries, Hospitals, Bus Stations)
- ❑ Public Welfare Agencies and Social Security
- ❑ Hotels and Churches

## Street Outreach

- ❑ Teams will have the most comprehensive knowledge of street based individuals/households within the locality.
- ❑ You must establish a case plan for each household:
  - ❑ It must be client-centered, realistic and
  - ❑ Focused on helping households move into some form of housing, preferably permanent, sustainable housing.

## Street Outreach

### Eligible Activities

1. **Engagement** – the location, identification and relationship building with unsheltered homeless people and the engagement of them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs.
2. **Case management** – the assessment of housing and service needs, and implementing individualized services to meet the needs of the program participant including planning a path to permanent housing stability.

## Street Outreach

### Eligible Activities

3. **Emergency health services** - for the direct outpatient treatment of medical conditions and are provided by licensed medical professionals operating in community-based settings, including streets, parks, and other places where unsheltered homeless people are living.
4. **Emergency mental health services** - direct outpatient treatment by licensed professionals of mental health conditions operating in community-based settings, including streets, parks, and other places where unsheltered people are living.

## Street Outreach

### Eligible Activities

5. **Transportation** - travel by outreach workers, social workers, medical professionals, or other service providers, as well as the costs of transporting unsheltered people to emergency shelters or other service facilities are also eligible.
6. **Services for special populations** –for homeless youth, victim services, and services for people living with HIV/AIDS, so long as the costs of providing these services are eligible under paragraphs (a)(1) through (a)(5) of this section.

## Street Outreach

### Eligible Activities

- DCA anticipates the bulk of funding to be spent on street based Engagement and Case Management.
- Sub-grantees should note that activities 3 and 4 refer to Emergency Health and Mental Health services, rather than services that may be delivered in typical settings on a routine basis.

## Incentives

- ❑ While incentives may be used to build relationships, or to ensure that homeless households' emergency needs are met, the awards made should not alleviate the need to exit the street.
- ❑ Budgets should have minimal money in this line item

## Street Outreach

- ❑ Due to the nature of the project, providers can use the Vulnerability Index instead of the Barriers to Housing Stability as an assessment tool.
- ❑ Engagement with clients should include the options of diversion and placements directly into permanent housing.
  - ❑ Grantees should have relationships with housing providers before going out to find clients!

## Street Outreach Collaboration

- ❑ Outreach teams will be expected to establish close working relationships with other service providers, not only Emergency Shelters, but other mainstream and housing focused services, including Rapid Re-Housing.
- ❑ Not every homeless household is expected to need admittance to an emergency shelter and Street Outreach teams should be prepared to implement a variety of interventions in securing permanent housing.

## Street Outreach Collaboration

Where more than 1 Outreach team works in the same area, agencies collaborate to provide complimentary services by:

- ❑ Establishing a lead person/agency that will promote an agreed intervention for the individual/family.
- ❑ The agency will lead the case management of the homeless individual until either the individual has been re-housed, or a more appropriate case manager is ready to take over.
- ❑ Other agencies will reinforce this intervention so that agencies are not working against one another.



## What Makes Good Outreach Workers?

- ❑ Genuinely initiate conversation
- ❑ Resourceful and creative
- ❑ Patient and persistent without being intrusive
- ❑ Assertive
- ❑ Independent but able to collaborate
- ❑ Reliable - Keep their word
- ❑ Maintain and respect privacy
- ❑ Advocate for Change – Remove barriers and impact policy

## Street Outreach Performance Measures

For each Street Outreach program, performance will be measured based on the following standards:

1. An increase in the number of contacts with unduplicated individuals made during outreach.
2. An increase in the percentage of households that access emergency shelter or transitional housing.
3. An increase in the percentage of discharged households that access permanent housing.
4. An increase in the percentage of households that increase cash and non-cash income during program enrollment

## Street Outreach + HMIS

- ▣ There should be a project on HMIS dedicated to your DCA ESG-funded Outreach project. All household members that your agency is providing assistance to should be enrolled and later discharged from the project (**including children**).
- ▣ Every household member should have a Contact and/or an Engagement Service Transaction recorded (including children).

## Summary/Resources

- ▣ There is no perfect model for rural projects - talk to your peers
- ▣ Partners at PATH
- ▣ Troubleshoot with DCA staff
- ▣ ESG website:
  - ▣ SAMHSA webinar: <http://homeless.samhsa.gov/Resource/HRC-Webcast-Resources-Effective-Street-Outreach-Why-Its-Important-How-YOU-Can-Do-It-Better!-48319.aspx>

▣ \*Christine Elwell, Ph.D., Pathways to Housing DC provided content for this presentation

## Supportive Services

## Supportive Services

- ❑ A **Supportive Services Only** project is defined by DCA to be a distinct initiative undertaken by a sub-grantee to provide supportive services **directly** to “homeless” and “at-risk” persons (by HUD definition). Services must be collaborative and available to a network of identified homeless service agencies throughout the service area.
- ❑ Funding for Services projects is being provided using State funds. Linkages should also be made to applicable mainstream projects such as SOAR, food stamps, TANF, etc. DCA awards funds for projects with the overall objective of assisting them into permanent housing.

## Supportive Services

- ❑ Must set up projects, record services in HMIS
- ❑ Clients will be literally homeless or part of a homelessness prevention project
- ❑ Except for aftercare case management, service must be offered to clients being assisted by other ESG/CoC providers in the area
- ❑ Services must be reasonably accessible...low barriers to service
- ❑ Success stories...show us how your particular service project is successful in helping to end homelessness

## Supportive Services + HMIS

- ❑ Like Outreach, there should be a project on HMIS dedicated to your DCA ESG-funded Supportive Service project. All household members that your agency is providing assistance to should be enrolled and later discharged from the project (**including children**).

Questions?

Thank You!

